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## CELEBRATING YOU!

In October, Central Service Technicians are formally recognized for the heart and soul that they devoted to patient safety. Often Central Service Technicians are so focused on the wellbeing of others that we forget self-appreciation. Take time out not only this week, but every day to lift your spirits and turn that kindness you give to others towards yourself. As a profession we all tend to look down upon ourselves. We don't give ourselves the recognition that we should. Far to often we think of ourselves as the basement dwellers or the ugly duckling among a hospital filled with swans. Our negative self-image only fuels the impression of others that we are somehow not as important. This week remind yourself and your co-workers that your essential to the successful delivery of patient care. The surgical department among others would come to a screeching halt without you! Take a TIMEOUT daily to honor and appreciate your contributions!

# The President's Message

Greetings Members,

Once again, the year is moving faster than I am. We are already in October and running head long into the end of the year. The Leaves are changing colors and the days are getting shorter. But all this brings us to celebration of Sterile processing department and our wonderful profession.

Happy central service week! This is specific time dedicated to recognize and to celebrate this profession for all the great patient care that you provide every day!

The Sterile processing department staff provides patient care throughout the clinics and hospitals. Although many CS staff are feeling forgotten or unimportant, it is also our job to help share and inform others the many aspects of care we provide.

Appreciation starts within the department. It is showing or recognizing the good qualities of

our coworkers and accomplishments we are able to complete.

To inform others we need to believe in our abilities and qualities that we possess. It really starts with each of us.

Take a few moments to reflect on the great accomplishments you and your department are doing. You are an important part of patient care.

Thank you for your dedication to our profession.

I wish for each and every one a very special Central Service week.

Peggy Barak

WWCI President



# Unseen Patient Care

By: Emily McDougal

In hospitals across the world millions of employees are not seen, but their work will literally touch every patient that walks through the door. The exam table you sit on is cleaned multiple times each day. The linen gown you wear for a physical is washed and sanitized. The needle holder used to stitch up your child's knee is disinfected, inspected, and sterilized. The important role these people play in healthcare is rarely recognized and, for most of us, is not even a passing thought.

Central Service (CS) is responsible for decontaminating, inspecting and sterilizing surgical instrumentation and equipment. CS professionals are held to a high standard of performance and are essential in preventing infection to help ensure positive patient outcomes. The smallest oversight can impact recovery time and over-all patient health long after the procedure has ended. Because of this, under the guidance of governing agencies and accrediting bodies, the industry is evolving to better serve practitioners and patients everywhere.

October 13th -19th, 2019 is International Central Service Week. Seventeen U.S. state had proclamations recognizing the CS profession in 2017. It was just as documented in 2018. The International Association of Healthcare Central Service Material Management (IAHCSMM) dedicates this week to awareness and education relating to this crucial role in patient care. Thank you to every unseen individual working to improve the lives of patients. If you would like to learn more about this profession, I encourage you to visit [www.iahcsmm.org](http://www.iahcsmm.org), and please give a passing thought to the healthcare workers you don't see.



## **Autism Speaks-Overcoming Diversity Technicians in Central Service**

My name is Randy Walker Jr, I was diagnosed with autism as a toddler. When I was born the doctors told my mom that I wasn't gonna be able to walk, talk and hear and, by God's grace, I now have a job/career in CSP (Central Sterile Processing) at a hospital. Growing up, autism was tough but my mom always told me that autism is a part of you but not all of who you are. My message to people with autism is that you can do anything you set your mind to."



Check out this young man's amazing journey recently featured by the Autismspeaks.org. His evolution into his life changing career as a Sterile Processing Technician is inspiring.

<https://www.autismspeaks.org/life-spectrum/accepting-myself-and-my-autism-changed-my-life?fbclid=IwAR2KuZHMxzdEkIGglxoWgixOKo7twXwqzGjt7eIOB6xI5oJhLcbZv9FsATs>



## **WHAT'S IN YOUR CUP?**

I love this analogy!

You are holding a cup of coffee when someone comes along and bumps into you or shakes your arm, making you spill your coffee everywhere.

Why did you spill the coffee?

"Because someone bumped into me!!!"

Wrong answer.

You spilled the coffee because there was coffee in your cup.

Had there been tea in the cup, you would have spilled tea.

\*Whatever is inside the cup is what will spill out.\*

Therefore, when life comes along and shakes you (which WILL happen), whatever is inside you will come out. It's easy to fake it, until you get rattled.

\*So we have to ask ourselves... "what's in my cup?"\*

When life gets tough, what spills over?

Joy, gratefulness, peace and humility?

Anger, bitterness, harsh words and reactions?

Life provides the cup, YOU choose how to fill it.

Today let's work towards filling our cups with gratitude, forgiveness, joy, words of affirmation; and kindness, gentleness and love for others.

## MOVING TOWARDS PROGRESS

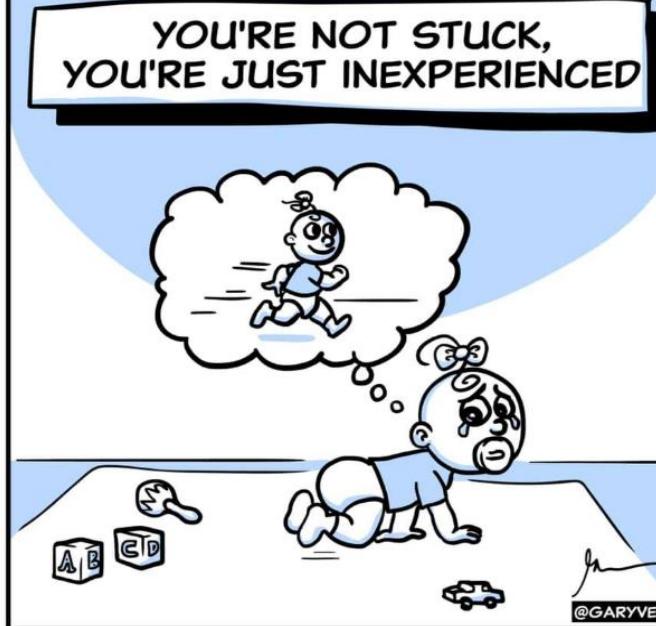
### Progress Takes Time

Many people in their 20's and 30's often feel stuck or lost in the pursuit of establishing a career and life.

Believe it or not you have to remember that you are early in the process.

There are many challenges along the way to determining what you want to do and how to achieve it. Each individual develops and grows at their own pace. Finding success is a slow process of building experience and obtaining opportunities.

Our goals are also evolving overtime as we pursue the maze of life. What we want at 20 will be different than the goals at 30 or 40. Remember to not judge yourself on your rate of speed in progress for every experience along the way is a brick to a strong foundation.



### Who am I?

*I am not a Dish Washer! I am a Sterilizing Technician.*

*I don't clean the plates, the cups, the pots, the pans, or the cutlery! I clean the surgical instruments that save people's lives.*

*If you work in the Endoscopic Operating Room, I don't call you a Plumbers Assistant. I call you an Endo Nurse/Tech.*

*If you work in the Orthopedic Operating Room, I don't call you a Carpenter's Assistant. I call you an Ortho Nurse/Tech.*

*If you work as a Scout, I don't call you an Instrument Waiter/Waitress, I call you a Circulator.*

*Please don't refer to the dirty instruments as "The Dishes".*

*They are the furthest thing from the items you use to eat your food with.*

*They are surgical instruments and we are Sterile Processing Technicians*

*These instruments are used for surgery, they are not used in the kitchen.*

*Our job is just as important as yours.*

*We respect your career, please respect ours.*

*Kind Regards,*

*Your Central Service Technicians*



# Conversations among Central Service Technicians

CS TECHNICIAN: I JUST FOUND AN ANT IN DECONTAMINATION.

## WHAT SHOULD I DO?



[REDACTED]

Make him crawl thru small lumens and check for bioburden!

1d Like Reply

14



[REDACTED]

Have it lift the ortho trays and such anything coming into decontamination is an employee

1d Like Reply

18



[REDACTED]

I would definitely put him on hand washing...

1d Like Reply

10



[REDACTED]

Train it in the ways of sterile processing. Right now Ant Labor is cheaper than human labor unless they unionize

1d Like Reply

17



[REDACTED]

I'm thinking give him a little wash in enzymatic... nylon brush only ... can't decide if it goes in steri peel or tyvek though ... he's definitely NOT a blue wrap

[REDACTED]

Stalk it. Find out who he's hanging out with. What kind of crowd is the ant involved in. Is he in a gang? A family man? Just going out to provide food to bring back to the ant farm? Does this ant have a degree or is it a high school drop out? Find out whatever you can about this ant. That way you can destroy the ant and everything he cares about.

Or if your shift is almost done just get ready to clock out, who cares at the point.

8h Like Reply

3



[REDACTED]

I found a hornet once. Not sure how it got there. It drowned itself in enzymatic shortly after. Can't say I blamed him

23h Like Reply

6



[REDACTED]

some days I feel like doing the same 😂

20h Like Reply

2



[REDACTED]

Write a reply...



[REDACTED]

Notify next of kin

...

4



[REDACTED]

check the ants breathing, then the pulse... if no response then quickly do CPR... if not wash it properly, and let the ant swim over the highly disinfectant solution... I think the ant now is free from any contaminants.

18h Love Reply

14



### Member New Certifications

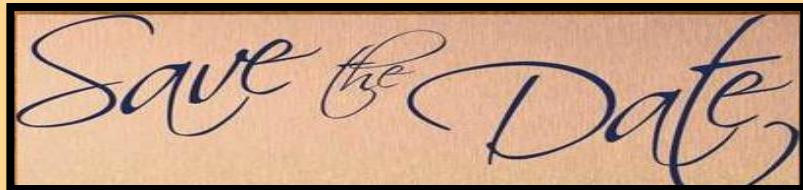
CER Certification- Skye Ziesmer

CRCST Certification-Tara Czamezki

*The pursuit and achievement of certifications helps technicians follow best practices and stay ahead of the technology curve. Certified professionals truly demonstrate a commitment to education, development, and to the profession. Congratulations!*

**IAHCSMM CURRENTLY OFFERS FIVE  
(5) CERTIFICATIONS**

**CRCST CIS CER CHL CCSVP**



### Upcoming Conferences To Plan For Now

- **2020 Spring Chapter Conference**
  - March 13 and 14, 2019 at Sacred Heart Hospital
  - 11 CE's can be earned for the conference
- **National IAHCSMM Conference**
  - April 25 – 29<sup>th</sup> 2020 Chicago, IL.

*Mark your calendars!*

## Upcoming 2019 Meeting and Chapter Events

**Chapter Meeting -October 17 – Ascension Saint Clare's Hospital –Weston, Wisconsin**

**Coloma Retreat 2019 – October 24, 25, 26**

**Marshfield Dental Community Involvement – October 26**

**Chapter Meeting-December 13th – Marshfield Clinic -Marshfield Library**

**Chapter Meeting-February 8 (Saturday) – Baier's Bar -Tilden, Wisconsin**

**WWCI Spring Workshop - March 13<sup>th</sup> & 14<sup>th</sup>, 2020 – Sacred Heart Hospital**

**Chapter Meeting-March 13<sup>th</sup> following Workshop**

**Annual National IAHCSMM Conference- April 25<sup>th</sup> – April 29<sup>th</sup>, 2020 – Chicago, IL**

**Chapter Meeting-June – Date TBD – Fairview Hospital -Minneapolis, MN**

**Chapter Meeting-August 2020 – OPEN**

**Chapter Meeting-October 2020-OPEN**

**Chapter Meeting-December 2020 - OPEN**

**Prioritize the fun and the Learning Will Come!**

# **Self Appreciation Challenge**

DAY		COMPLETED
01	Write about yourself - include physical characteristics.	<input type="checkbox"/> I DID IT!
02	Write about one physical feature that you love about yourself and why.	<input type="checkbox"/> I DID IT!
03	Write about one personality trait that you love about yourself and why.	<input type="checkbox"/> I DID IT!
04	Write down one thing that you need to forgive yourself for - and then forgive yourself.	<input type="checkbox"/> I DID IT!
05	Write 3 positive words that you believe your closest friends would use to describe you.	<input type="checkbox"/> I DID IT!
06	Write about one thing that you feel you are really good at and why.	<input type="checkbox"/> I DID IT!
07	Write about what makes you truly happy.	<input type="checkbox"/> I DID IT!
08	Write about someone that motivates or inspires you.	<input type="checkbox"/> I DID IT!
09	Write down a quote that motivates or inspires you.	<input type="checkbox"/> I DID IT!
10	Write down one unhealthy thing that you do and cross it out with a big X.	<input type="checkbox"/> I DID IT!
11	Write about the place you would go right now, if you could go anywhere in the world.	<input type="checkbox"/> I DID IT!
12	Tape a picture of yourself that you love in your journal. Write about why you chose it.	<input type="checkbox"/> I DID IT!
13	Copy a short poem that has meaning to you in your journal.	<input type="checkbox"/> I DID IT!
14	Go to bed at least one hour early. The next morning, write about how you feel.	<input type="checkbox"/> I DID IT!
15	Draw something. Get out the crayons and spend 15+ minutes drawing anything you want!	<input type="checkbox"/> I DID IT!
16	Write a note to yourself that explains why you are fabulous! Promise to read it in 5 years.	<input type="checkbox"/> I DID IT!
17	Exercise today. Write about how you felt before, during and after the workout.	<input type="checkbox"/> I DID IT!
18	Write down the name of one person you need to forgive and why - then forgive them.	<input type="checkbox"/> I DID IT!
19	Write down a positive memory from the past year that made you feel good.	<input type="checkbox"/> I DID IT!
20	Spend 15 minutes in silence focusing on one positive attribute of yourself. Write about it!	<input type="checkbox"/> I DID IT!
21	Write "I Love You" 10 times. Feel free to decorate the page around the words.	<input type="checkbox"/> I DID IT!
22	Write down one thing you want to accomplish and how you are going to make it happen.	<input type="checkbox"/> I DID IT!
23	Write a thank you note to someone you are thankful for. Make a copy and send it!	<input type="checkbox"/> I DID IT!
24	Write down a hobby that makes you happy. Schedule a time to do it this month.	<input type="checkbox"/> I DID IT!
25	Tape/glue a picture of something or someone that makes you feel good about yourself.	<input type="checkbox"/> I DID IT!
26	Write about one thing that makes you unique and different from everyone else.	<input type="checkbox"/> I DID IT!
27	Write this down: "Dear ___ : You are beautiful. You are courageous. You are unique. You are amazing. You are worth it."	<input type="checkbox"/> I DID IT!
28	Write about how this Self-Love Challenge made you feel and how you have changed.	<input type="checkbox"/> I DID IT!

**NAME THAT INSTRUMENT AND SPECIALTY**



**HEY THERE SCRUB TECH**



**Check out our new Website!**

[wwciahcsmm.org](http://wwciahcsmm.org)

# Conflict Styles

by Leslie K.

Despite its negative image, Conflict is not positive or negative. Our reaction to conflict determines if the consequences to conflict will be destructive or constructive. Believe it or not conflict provides the opportunity for positive change, deeper relationships, and problem solving to occur. Studies have found the way two people communicate with one another will determine with 90% accuracy if they can work productively together.

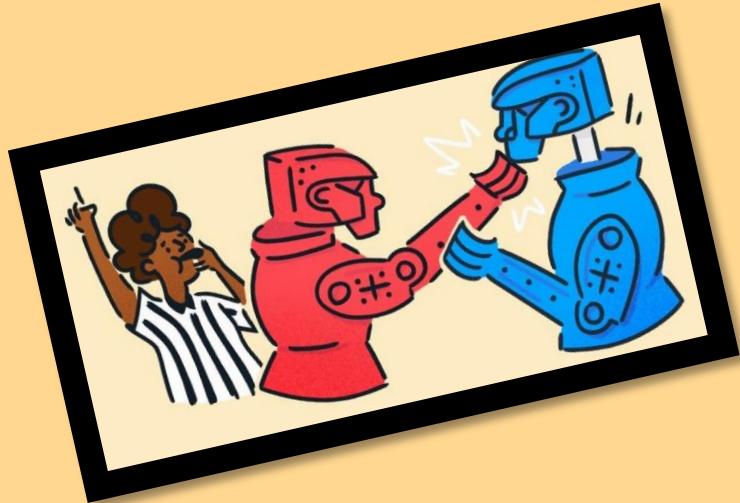
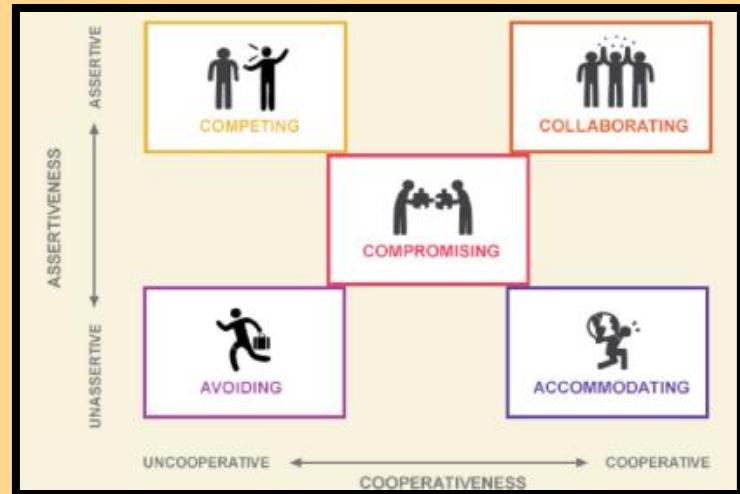
Turns out conflict has a bad reputation for no reason. Its not conflict itself that hurts our relationships, but how we approach, manage, and communicate conflict. Mary Parker Follett stated over 100 years ago "All polishing is done through friction." Conflict in fact greatly improves the effectiveness, creativity and efficiency in organizations.

There are five styles for dealing with conflict. Out of habit most people only utilize one or two of the five types. The conflict style types are: Avoidance, Accommodating, Competing, Compromising, and Collaborating. An individual's styles are developed by the culture you live in and how your family handled conflict. Knowing your conflict style provides an opportunity to improve your responses and your understanding of another's preferred style.

It is problematic when unconsciously we only use one or two styles to conflict events rather then analyzing the situations and choosing the style that best fits that situation. There is an analogy for this (I LOVE THEM) conflict management is like healthcare. When health problems are avoidable, they should be avoided with preventative measures. When problems arise despite prevention they need to be diagnosed and treated based on the diagnosis. Conflict can be diagnosed and treated similarly.

There are times that all five responses can be used and are appropriate for the situation.

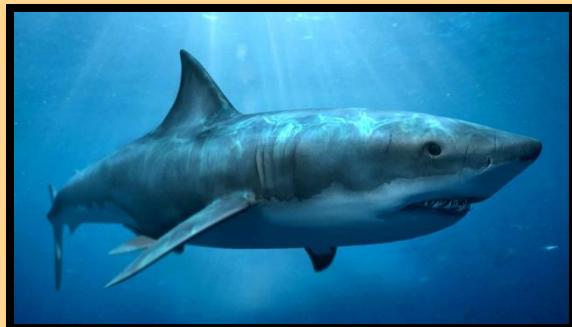
"Whenever you're in conflict with someone there is one factor that can make the difference between damaging your relationship and deepening it. That factor is Attitude." -William James



Determine your Conflict Style by visiting this website and filling out the questionnaire.

<https://facultyombuds.ncsu.edu/files/2015/11/Conflict-management-styles-quiz.pdf>

# A Closer Look at Conflict Styles



## Competing – The SHARK (I TAKE CHARGE)

"Might makes Right."

**Positives** – When something needs to be decided quickly (Emergency situation)

**Negative** – Using too often will cause damage to relationships.



## Collaborating – The Owl (We both Win)

"Two heads are better than one."

**Positive**- Want something that makes everyone happy

Gets thoughts and feelings out and deal with them so they don't cause problems

**Negative** – Time consuming



## Compromising - The Fox (We meet half-way)

"Let's split the difference."

**Positives** – A decision needs to be decided in a timely manner and both give up something.

**Negative** – Can still be time consuming to find a solution that pleases everyone.



## Accommodating – The Teddy Bear (I Give In)

"I don't care that much; have it your way"

**Positives** – You care more about the other person than the issue.

**Negatives** – If it happens too much you may resent not being able to give your opinion



## Avoiding – The Turtle (I Leave)

"I'd rather not deal with it now"

**Positives** – Get you away from dangerous situation and allows you to cool down if emotions are high.

**Negatives** – Don't give your opinion when it is something that matters to you.

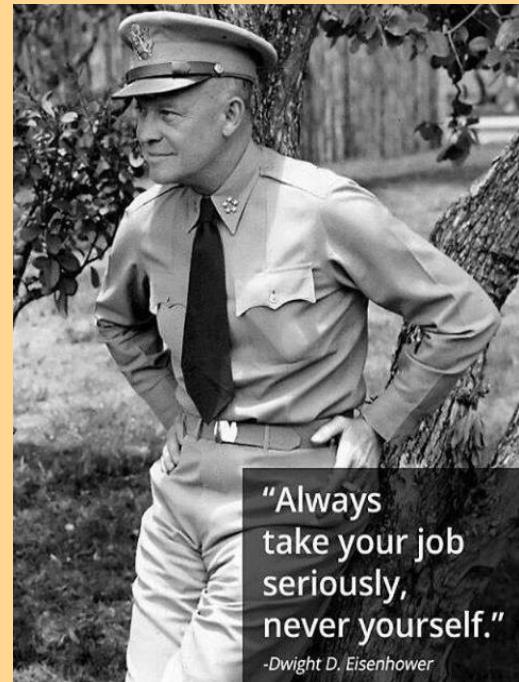
## When is it most appropriate to use each Conflict Style?

### Choosing the Best Response to Conflict

1. Is this a “no win” situation due to a power asymmetry that is working against you? If so, consider choosing the avoidance style.
2. Do you need “buy-in” from those impacted by the decision in order to get it implemented? If so, consider using the collaborative style.
3. Does a quick, authoritative decision need to be made? If so, consider the competitive style.
4. Does your colleague care passionately about this issue even if it is of minor or moderate importance to you? If so, consider the accommodating style.
5. Is time short? Do you need a fair process that allows you and the negotiator to both get something out of the deal? If so, consider the compromising style.

### References

Raines, S. S. (2019). *Conflict Management for Managers, resolving workplace, client and policy disputes*. Lanham, Maryland: The Rowman & Littlefield Publishing Group.



“Always  
take your job  
seriously,  
never yourself.”

-Dwight D. Eisenhower



Photo: Wisconsin State  
Fire Fighters Memorial  
In Wisconsin Rapids, WI

### THAT'S NOT MY JOB!

This is a story about four people named: **Everybody**, **Somebody**, **Anybody** and **Nobody**. There was an important job to be done and **Everybody** was sure that **Somebody** would do it. **Anybody** could have done it, but **Nobody** did it. **Somebody** got angry about that, because it was **Everybody's** job. **Everybody** thought **Anybody** could do it, but **Nobody** realised that **Everybody** wouldn't do it. It ended up that **Everybody** blamed **Somebody** when **Nobody** did what **Anybody** could have done.

# You Got to Nourish to Flourish

## Churro Chips (WARNING HIGHLY ADDICTIVE)

Whether you make these in the oven or air fryer, they are beyond addicting. Coated in cinnamon and sugar they are perfect for dipping in caramel or chocolate. Simple to make and great for last minute snacks to enjoy this fall.

Treat Yourself!

### Ingredients

6 medium flour tortillas  
4 tbsp. melted butter  
1 cup granulated sugar  
1 ½ tbsp. cinnamon

### **Directions**

#### For the Oven

1. Preheat oven to 425°. Cut each tortilla into 8 triangles. Toss tortillas in butter, making sure both sides are coated
2. In a medium bowl, combine cinnamon & sugar. Working in batches, toss tortillas in cinnamon sugar.
3. Place on a large baking sheet in a single layer. Bake until crispy, 8 to 10 minutes. Let cool on pan 5 mins before serving.



#### For the Air Fryer

1. Cut each tortilla into 8 triangles. Toss tortillas in butter, making sure both sides are coated.
2. In a medium bowl, combine cinnamon & sugar. Working in batches, toss tortillas in cinnamon sugar.
3. Working batches, place tortilla in basket in single layer. Cook at 375° for 6 minutes.

**YIELDS:**

**48**

**PREP TIME:**

**0 HOURS 5 MINS**

**TOTAL TIME:**

**0 HOURS 30 MINS**

**There is a solution to everything**

Instrument Answer

Name: Lalonda Bone Clamp – Ortho

## Upcoming Community Event



### Cleaning for a Reason... make a Smile Happen

Marshfield Community Dental Clinic

When: Saturday October 26<sup>th</sup> from 9am to 5pm

Where: Marshfield High School

1401 East Becker Road

Marshfield, WI 54449

Who: Anyone with a passion for helping others.

### VOLUNTEERS NEEDED

### ADVENTIST COMMUNITY HEALTH

Your invited to participate in a free dental and vision event coming to Marshfield, Wisconsin, On Saturday October 26<sup>th</sup> from 9am to 5pm at the Marshfield High School Gym. The event is being sponsored by the Wisconsin Seventh Day Adventist Churches. Participation from local professionals is vital. There is the need for any health professional who is community minded and have a desire to provide better health to those in need. To be apart of this rewarding opportunity please contact Leslie Kronstedt as we're setting up a team. Call or Text Leslie at: 715-213-9776